

# DPW UPDATE

January 2002

## Project Managers

### Keeping Projects on Track



*Project Manager Michael Khoury discusses a construction project with a consultant in Ramona.*

Michael Khoury stands with a giant rock crusher behind him, airplanes zooming into the air right in front of his face. He's in the middle of a major construction project, both figuratively and literally. It's part of the job for DPW's project managers.

Khoury is one of seven men and women in the Engineering Services Division whose job is to oversee the

department's construction activities. They participate in the planning, design and construction of roads, bridges, runways and other County projects called for.

"This can be a very challenging process," Khoury says.

"But we get great support from every section of the

department."

Project managers work with resident construction engineers to make sure everything stays on time and within budget. They work also with state and federal agencies to ensure terms of project grants are met and all environmental issues are addressed.

"Keeping everyone on the same page may be the most difficult part of the job," says Khoury. "We have to make sure that everyone understands what's going on. It takes a lot of communication in many directions."

For Khoury, the best part of a project is completion.

"It's great to look at a finished job and know that you've used taxpayer dollars wisely to improve the County's infrastructure," he says. "A successful project is its own reward."

### County Revises Stormwater Ordinance

*All DPW divisions are impacted by the new Stormwater Ordinance. This is Part I of a two-part article, regarding the new ordinance. It provides an overview of the ordinance and its background. Part II will detail how the ordinance affects businesses, residents, the construction industry and our environment.*

The San Diego Regional Water Quality Control Board (SDRWQCB) issued a new National Pollutant Discharge Elimination System (NPDES) Municipal Stormwater Permit to the County and its copermittees (18 cities and the Port of San Diego) on February 21, 2001. You may not have heard of these fancy acronyms, but this permit is the implementing tool for the Federal Clean Water Act.

The permit mandates the County revise its Stormwater Ordinance to comply with new regulations handed down by the State, or be subject to significant disciplinary sanctions, fines and/or penalties. The County (and copermittees) was given until February 21, 2002, to adopt new ordinances/regulations giving them the legal authority to implement and enforce compliance with the new discharge requirements. The County Stormwater ordinance was completely



*Stormwater runoff ends up in rivers, bays and the ocean. Here a surfer skips through suds washed down culvert during rainstorm. (Photo courtesy Coast Images).*

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redrafted and is now titled, "County of San Diego Watershed Protection, Storm Water Management and Discharge Control Ordinance (Watershed Protection Ordinance)." The Ordinance is offered as a model to promote regional consistency and if approved, will go into effect on February 21, 2002.

## **Why?**

Ever increasing pollution levels in San Diego County area waters caused the State and SDRWQCB to rethink their position on stormwater discharges. Prior efforts to address urban runoff were simply not working, so they developed requirements of a much more prescriptive nature. Their goal is to clean up San Diego County waters by eliminating pollution from the kinds of activities that are destroying them and make everyone accountable for their activities in the watershed.

## **Who does this effect?**

The new ordinance applies to existing industrial and commercial facilities, existing residential activities, new land development and construction activities. Some of the provisions of the new ordinance are:

- Prohibits polluted non-stormwater discharges to the Stormwater Conveyance System;
- Establishes minimum requirements for stormwater management, to prevent and reduce pollution;
- Establishes requirements for management of stormwater flows from development projects, both to prevent erosion and to enhance existing water-dependent habitats;
- Establishes standards for use of off-site facilities for stormwater management to supplement on-site facilities and practices at new development sites; and
- Establishes notice procedures and standards for adjusting stormwater management requirements where necessary.

## **How do you comply?**

The County is developing an addendum to the ordinance, a "Stormwater Standards Manual" to help guide compliance. A draft copy of the manual is available on the County website (<http://www.co.san-diego.ca.us/>). Workshops will also be held with local businesses that are impacted by the new ordinance. Residential education and outreach programs will focus upon high priority activities to offer alternatives to help break pollutant-causing habits. These new regulations will affect both at work and at home, stay tuned for more information and remember, "Only rain goes in the storm drain".

## **Safety Prevention Quiz**

After the following statements check True or False:

	True	False
1. Most accidents are caused by unsafe conditions.	<input type="checkbox"/>	<input type="checkbox"/>
2. You should report any hazards you can't correct yourself to your supervisor immediately.	<input type="checkbox"/>	<input type="checkbox"/>
3. If you're not sure about what to do, it's best to try to figure it out yourself, since that's the best way to learn your job.	<input type="checkbox"/>	<input type="checkbox"/>

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| 4.  | It's safe to take occasional shortcuts if you've been doing a job for a long time and you know how to do it well.         | <input type="checkbox"/> | <input type="checkbox"/> |
| 5.  | As you work, you should always be asking yourself, "What could go wrong?"   | <input type="checkbox"/> | <input type="checkbox"/> |
| 6.  | Only new and inexperienced employees need to ask their supervisor questions about their jobs.                             | <input type="checkbox"/> | <input type="checkbox"/> |
| 7.  | It's the County's responsibility to prevent accidents.  | <input type="checkbox"/> | <input type="checkbox"/> |
| 8.  | You can prevent most accidents by keeping alert to hazards and paying careful attention to your work.                     | <input type="checkbox"/> | <input type="checkbox"/> |
| 9.  | Being involved in an accident at work is really a matter of chance—being in the wrong place at the wrong time.            | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. | It's a good idea to inspect materials and equipment each day before you begin working in order to make sure they're safe. | <input type="checkbox"/> | <input type="checkbox"/> |

## Answers to Quiz

1. True 2. True 3. False 4. False 5. True 6. False 7. False 8. True 9. False 10. True

## Make Yourself a "Brand" Name

by Nielsine Archibald, Training

Company and "brand" names, like Nordstrom, Nike, Lexus and Starbucks conjure up thoughts of the best in their field. We expect the same high quality each time we visit the establishment or use the product. Chief Administrative Officer Walt Ekard recently told staff that DPW had established itself as a County department that consistently provides high quality customer service.

Put that thought into personal terms and ask, "What does my name bring to people's minds? Can people expect the same high quality each time they interact with me?" Cathy Bolger, PhD, in the American Society for Training and Development (ASTD) October 2001 issue of *Training Trends*, offers six tips to enhance our "brand name."

1. *Do what you say you are going to do.*  
Follow up and follow through are qualities people admire. If you say you'll research an answer or promise to get back to someone within a specific timeframe, do it. If you are scheduled to attend a meeting, be there.
2. *Be easy to reach.*  
Let someone know where you are when out of the office and how you can be reached. Leave phone numbers or locations readily available on your desk, with your secretary, on your voice mail or e-mail. When at your desk, answer your phone and return calls ASAP.
3. *Specialize*

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- Know your job. When you need additional training, take the responsibility to get it. If you don't know something, ask or research it. Share your knowledge and experience with the new kids on the block. It helps the entire organization.
4. *Treat everyone well.*  
Treat all levels of people in the organization the way you would like to be treated. Whether an employee is a student worker or a Deputy Director, they are all part of the DPW team. And, courtesy goes a long way towards getting the results we want.
  5. *Ask questions ahead of time.*  
Before jumping to a conclusion on a specific issue ask the SMEs (subject matter experts) for their opinion. They are closest to the problem and may have the answers. Include their suggestions, when possible, in the resolution.  
Ask the unpopular or obvious questions. Consider all sides of the story.
  6. *Know your desired audience or customer.*  
How do the people you interact with communicate? Do they like to read their information, be told about new ideas, or have hands-on experience to learn something new? As a manager are they willing to discuss issues? As an employee do they want to know the "why" as well as the "what?"

Do we know these things? Probably. Do we always do them? Maybe not. They're important additions to our personal repertoire. Consider your New Year's resolutions to include using these ideas to make your name a "Quality Brand" name in DPW.

## **DIVISION NEWS**

### **Transportation**

#### **Drain Clearing Reaches Goal 6 Months Early**

When DPW's Stormwater Strike Teams were formed in July, their goal was straightforward—clear 5,000 cubic yards of debris from storm channels by June. And by the way, the teams were told, this will be a Quality First target as well.

During the previous year, before the special teams were formed, crews collected about 3,400 cubic yards of material. Supervisors Pete Swenson and Mark Lumpkins put their crews to work cleaning culverts, pipes and open ditches.

By mid December, less than six months into the year-long effort, Strike Teams piled up 7,846 cubic yards of material surpassing the goal by more than 50 percent.

"This was an extraordinary effort," said Deputy Director Larry Watt. "Pete, Mark and their teams are to be applauded for their hard work."

### **Engineering**

#### **Tesoro Joins DPW As Stormwater Manager**

Stormwater is a major issue for the County and Public Works is heavily involved. To meet new challenges, DPW created a new position, Stormwater Program Manager, and hired Cid Tesoro to fill the slot.

Tesoro is no stranger to Stormwater. He spent the last 12 years in a similar role with Caltrans in San Diego. His job with DPW involves reviewing current plans and developing a comprehensive program for the department. He'll coordinate efforts with many DPW sections and other County departments. He reports to Ramin Abidi in the CIP Engineering section.

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“I’m excited about this new opportunity and look forward to the challenges of dealing with an important County issue,” he said.

A native San Diegan, Tesoro graduated from Mt. Miguel High School and San Diego State University.

## Management

### **DPW Helps Set Standard For Website Developer**

What skills and knowledge should an employer look for when hiring a website developer? That’s the question posed to DPW Webmaster Bill Polick and seven other web developers in a two-day seminar last month.

Panelists determined the tasks, skills, tools and attitudes needed for success in the occupation. Sponsored by Grossmont College’s Leadership & Economic Development Institute and Ohio State University, the group set guidelines organizations can use for hiring, promotion and training purposes. Colleges can also use it to develop vocational curriculum.

The panel is part of the Statewide Business Education Skill Profile Project sponsored by the Chancellor’s Office of the California Community Colleges.

## Traffic Guidelines On Web

Ever wonder what the rules are for driving a golf cart on a County Road? Can’t figure out why some places have parallel parking while similar areas have angle parking?

Your answers can now be found on the DPW web site. Prepared by Kenton Jones of the Traffic Engineering section, “Traffic Guidelines” is a new booklet describing rules and regulations for every traffic issue.

It is available on the DPW home page ([sdcdpw.org](http://sdcdpw.org)) under “Transportation.”